



Montana Department of **LABOR & INDUSTRY** State Workforce Investment Board

A proud partner of the **americanjobcenter** network

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One-Stop Re-Certification Executive Summary (For In-house Use Only)

Reviewer: Leisa Smith

Date: November 8, 2012

Part I. Contact Information

One-Stop Workforce System: Central Montana Workforce Center

CMT: Central Montana Workforce CMT

One Stop Operator: Lewistown Job Service

One-Stop Contact: Roy Jones

CMT Chair: Cherelee Martin

Required Documentation:

- A completed, signed One-Stop Re-certification Application
- Memorandum of Understanding (Between One-Stop Operator and Partners)
- A current Community Management Team (CMT) Roster

Part II. Organizational & Facility Information

- Six public access computers with up to date/current software, employer resource room, skills testing room, ADA compliant building and equipment, conference room, hoteling space, employer interview rooms, phone access for job seekers

Are Mandatory Programs Present? (Sec. 121(b)(1) of Workforce Investment Act of 1998)

- YES

Co-Located Programs	Hoteled Programs	Referred Programs
<ul style="list-style-type: none"> · WIA · DISLOCATED WORKER · WIA Youth · MIGRANT & SEASONAL FARMWORKER · VETERANS WORKFORCE PROGRAMS · WAGNER-PEYSER · TRADE ADJUSTMENT ASSISTANCE · UNEMPLOYMENT INSURANCE 	<ul style="list-style-type: none"> · JOB CORP · VOCATIONAL REHABILITATION & EMPLOYMENT SERVICES 	<ul style="list-style-type: none"> • SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM • ADULT BASIC AND LITERACY EDUCATION • ON SITE VETERANS EMPLOYMENT REPRESENTATIVES AND DISABLED VETERANS OUTREACH (staff) • PUBLIC ASSISTANCE • ECONOMIC DEVELOPMENT • RETIRED & SENIOR VOLUNTEER PROGRAM

Part III. Marketing & Identifiers

- Signage also identifies Job Service, Human Resource Development Council (HRDC), Women Infant & Children (WIC), Adult Protective Services.
- 2012 MT Department of Labor Logo and transitioning to the new nationally recognized American Job Center logo to replace JobLINC

Part IV. Local Economy

Major Industries/Economy

- MACO District VI is agriculture (small grains and cattle)
- Four of the six counties in the district rank in the bottom 25% for population
- **Fergus:** educational, health, social services (22.2%), agriculture, forestry, fishing, hunting, mining (16.9%), retail trade (11.2%)
- **Golden Valley:** agriculture, forestry, fishing, hunting, mining (41.8%), educational, health, social services (21.3%)
- **Judith Basin:** agriculture, forestry, fishing, hunting, mining (42%), educational, health and social services (15.4%)

- **Musselshell:** agriculture, forestry, fishing, hunting, mining (20.6%), educational, health and social services (20.4%), retail trade (13.1%), construction (11.4%)
- **Petroleum:** agriculture, forestry, fishing, hunting, mining (58.2%), educational, health, and social services (15.5%)
- **Wheatland:** agriculture, forestry, hunting, fishing, mining (41%), educational, health, social services (15.6%), arts, entertainment, recreation, accommodation, food service (10.2%)
- **Top Employers:** Central Montana Medical Center, Century Construction, Hi Heat Industries, Allied Steel, Albertsons

Current trends/challenges

- Economy fairly steady
- Retail an anomaly - many have closed and not re-opened but other types of business doing fairly well.
- Agriculture done well past two years until last year's drought
- Coal and oil positive impact in Musselshell and Petroleum counties but all counties suffered from "BAKKEN Drain" - qualified workers leaving for the oil field
- Job Service has been running 100 job orders regularly May through October.
- August 2011 to September 2012 unemployment has decreased in all six counties with Petroleum showing the greatest change (3.2% improvement)
- September 2012 UI rates ranged from 3.5% for Golden Valley to 4.8% for Musselshell indicating anyone wanting to find work should be able to find it
- Pressure on employers - workforce pool is getting to the point that growth may be inhibited due to lack of qualified workers
- Oil boom excitement in Fergus County is dying down unless some way is found to frac the Health formation.
- Potential for increased drilling activity in Petroleum and Musselshell Counties
- Extraction companies usually do not show their hands ahead of time
- Wheatland and Fergus Counties, small manufacturing is a strong cluster, accounting for significant flow of outside money into the area

Part V. Partnerships

Utilization of partnerships for successful delivery of services

- Open communication between all entities: employers, economic development groups and community partners
- Snowy Mountain Development Corporation has taken the lead in Business Expansion and Retention projects (BEAR). The BEAR teams meets monthly and averages 2 business interviews a month.
- Good relationships with businesses to provide Temporary Assistance to Needy Families (TANF) for summer youth program work experiences

Information sharing between partners

- CMT meetings
- Human Services Coalition -brings together 25 different human service organization monthly)

Community events

- Human Service Coalition monthly meetings
- ABC Clinics (DLI employer trainings)
- Job Service Employer Council (JSEC) employer workshops
- Jim Nys Managing in Montana 2012

Community Events/relationships

- 2012 Veterans Energy Job Fair in partnership with American Legion, USDOL, ESGR, Chamber and Job Service
- Tours of local business arranged through CMT/JSEC
- Library - UI assistance
- Host work experience sites for Youth programs

Cultivation of new partnerships over the next 2 years

- Partnerships working well - continue with networking with partner agencies and other community organizations. Difficult for any new program or entity to go unnoticed
- One-Stop Operator, CMT, Human Service Coalition work to outreach

Part VI. Service Delivery

Service design and delivery methods for streamlined services

- Functioning well
- One of the most effective tools is the One-Stop Referral Guide - lists 160 different services and programs within MACO District VI along with contact information available both electronic and hard copy
- FVCC will be able to track performance for the new TAACCCT grant
- Jobs.mt.gov
- TAT training across the state for WIA service providers with some partner participation when appropriate
- Resource rooms

Customized services for job-seekers and employers

- Strives to meet needs of the job seeker and employer by keeping abreast of recent trends in the employment field.
- “We’re not certain that any of the services we offer or the methodology for offering them are significantly different than those offered elsewhere

Data tracking & sharing/utilization

- No system wide tracking program due to confidentiality issues - no common software. Each program has its own system of tracking

Measureable goals

- “Central Montana One-Stop Center does not have a separate set of goals and outcomes. We expect each partner to meet their individual program goals and outcomes. One-Stop is only successful if the individual partners are successful. By working together, providing open communication and networking, the entire system is successful.”

Part VII. Employer Services

Relationship with local employers, including services/employer input

- Development of job descriptions, interview questions, application forms, resources for employee handbooks, labor market/employment law/child labor laws/wage and hour law information and resources along with other similar business concerns i.e., I-9 forms and booklets, 5-in0-1 labor posters, discipline handling guides, wage and hour handbooks, job interviewing guides, new hire reporting information.
- Provide employers interviewing and conference rooms,
- Provide testing services i.e., typing, 10-key, specific business software, customer service.

- Partner with BEAR members and process Incumbent Worker Training grant requests
- Training workshops through the Job Service Employer Committee provided valuable feedback to the One-Stop from the business community

Unique services offered to employers/partners

- One-Stop Referral Guide

Part VIII. Challenges

Challenges

- Fewer resources - more restricted travel, harder to partners to attend scheduled meetings

Response to challenges

- Telecommunications resources
- Scheduling fewer meetings
- Leveraging resources whenever possible

Part IX. Innovation & Success

Innovative or Unique programs

- One-Stop Referral Guide

Innovative Resource Sharing

- Work to share travel expenses,
- Distribute information for other programs in outlying counties and be a conduit of information and applications - "Not very inventive but it works"